Qsee®
simplicity - quality - technology

User Manual

EasyView
QN6401X

View Anywhere · Share Anytime

Streaming Wireless IP Camera

Thank You for Choosing a Q-See Product!

All of our products are backed by a conditional service warranty covering all hardware for 12 months from the date of purchase. Additionally, our products also come with a free exchange policy that covers all manufacturing defects for one month from the date of purchase. Permanent upgrading service is provided for the software and is available at www.Q-See.com.

Be certain to make the most of your warranty by completing the registration form online. In addition to warranty and technical support benefits, you'll receive notifications of product updates along with free downloadable firmware updates for your DVR. Register today at www.Q-See.com!

Please see the back of this manual for exclusions.

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Manufacturer shall not be liable for any damages whatsoever from misuse of this product.

About this Manual

This manual is written for the Q-See's QN6401X EasyView wireless IP camera. This manual was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, additional features and functions may have been added since that time and on-screen displays may change. We encourage you to visit our website at www.Q-See.com to check for the latest product announcements. You can also find technical details for your specific camera on its product page at our site.

Throughout the manual we have highlighted warnings and other important information that will assist you in operating your new system in a safe and trouble-free manner. Please take the time to read and follow all instructions and pay attention to alerts as shown below:

IMPORTANT! Red boxes with this icon indicate warnings. To prevent possible injury or damage to the product, read all warnings before use.

NOTE! Text in blue boxes with the Information icon offer additional guidance and explanations about how to make the most out of your system.

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1. BEFORE YOU BEGIN

For your safety

To prevent damage to your Q-See product or injury to yourself or to others, read and understand the following safety precautions in their entirety before installing or using this equipment.

Care and caution

CAUTION! Risk of electrical shock. To prevent electric shock, do not remove cover.

Care should be taken during transportation, storage and installation of this camera to avoid rough handling, dropping, or other abuse in order to prevent damage to the optics or components inside the camera.

The camera should be installed in accordance with electrical standards including keeping the camera and cable away from high voltage, using a surge protector and using only the rated power supply.

Do not use strong or abrasive cleaners on camera body or lens. The camera should not be immersed in water. Use a damp cloth for cleaning the housing and a lens cloth for the optics.

Do not attempt to disassemble the camera. Only authorized, trained technicians should service this camera.

Your camera is designed for indoor use and should not be placed outdoors.

Do not point camera directly at the sun or other strong light source.

If the camera no longer functions or can no longer be repaired, it must be disposed of according to regulations regarding electronic waste. By not disposing of electronic items in household waste you will not only be following the law, but contributing to the protection of the environment.

FCC Class B Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits

are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

FCC (USA) § 15.9 Prohibition against eavesdropping.

Except for the operations of law enforcement officers conducted under lawful authority, no person shall use, either directly or indirectly, a device operated pursuant to the provisions of this part for the purpose of overhearing or recording the private conversations of others unless such use is authorized by all of the parties engaging in the conversation.

Local jurisdiction

State and local jurisdictions may have specific laws and regulations regarding the use of recording devices (video and/or audio). It is your responsibility to be aware of any applicable laws or regulations that prohibit or restrict the use of cameras in your area and to comply with those statutes.

Any modifications made to this device may void the authority granted to the user by the FCC to operate this equipment.

Privacy

Your camera's audio feature is turned off by default. When you enable this audio feature, please take the necessary steps needed to ensure your privacy before sharing this camera with others.

2. INTRODUCTION

The QN6401X EasyView camera is designed to let you connect with what is important in your life. Whether you're checking in on your pets from work, family members in another state, or a child in the next room, the EasyView helps you make the connection. Just as importantly, you can share live views from your camera - or recordings - through email, the most popular social media outlets and by letting others access your camera.

All this with a simple connection procedure, no network cord and no need for a computer or monthly subscription fees.

Product features

This camera offers the following features:

- Wireless setup option. Power up your camera and set connect it to your router wirelessly using the Q-See eView app on your phone or tablet.
- Standalone operation. Once it's set up, your camera only needs to have power and a wireless link to your router.
- State-of-the-art IR cut filter to ensure accurate color representation during the day and sharper images at night.
- Add an unlimited number of cameras to your account without any fees.
- Easily allow others to view video, or capture video and snapshots on your computer or mobile device to share online.
- No limit to the number of people with whom you can share your camera.
- Automatically switches to infrared (black and white) mode when no light is detected.
- Infrared illumination up to 30 feet.
- Two-way audio communication.
- Built-in Micro SD card slot to capture and save video and images in the camera. (Max capacity 32GB. Micro SD card not included)
- Compatible computer systems: Windows XP, Vista, 7 and 8. Use Macintosh OSX 10.6, 10.7 or 10.8.
- Minimum supported web browsers: Firefox 5.0, Internet Explorer 7, Safari 3.2 and Chrome 13. As of this writing, later versions of those browsers are compatible.
- Your camera is compatible with mobile devices using Apple's iOS 5 and 6 or Android 2.2 or later.

3. INSTALLING EVIEW APP

The whole point of getting the EasyView camera is so that you can use it with your Apple or Android mobile device, right? You'll also be able to use a web browser on a PC or Macintosh computer as well, but for most people, the mobile application will be the way they most often connect with their camera. Using the mobile app is also the fastest way to add cameras to your account. Use of the web browser-based viewer will be covered in **Chapter 6**.

You'll want to download, install and create an eView account before you proceed with setting up your camera in order to be ready to connect it to your account and start viewing.

Q-See's **eView** mobile app is available for free on either the App Store or Google Play for Apple and Android devices, respectively. All of the apps offer the same functionality with the tablet version having a slightly different user interface to take advantage of the larger screens.
Similarly, the apps for the tablets are located and installed in the same manner as with the corresponding smartphone. The correct application will be suggested for you in the online store based on what device (tablet or smartphone) you are using for your search.

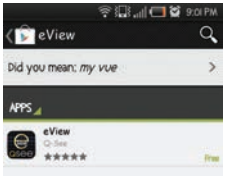
Simply search for "**Q-See eView**" in your mobile store's search function to locate the desired app.

The installation process will be covered for Android and Apple devices separately on the next pages.

3.1 INSTALLING EVIEW FOR ANDROID

Connect to the Google Play market on your mobile device and click **Search**.

Enter "**Q-See eView**" into the search field.

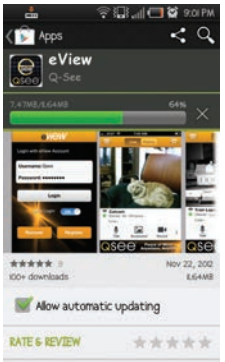


PICTURE 3-1

Download and install eView.

Selecting **Allow automatic updating** will ensure that you are always using the latest version of eView.

Once downloading is complete, you will receive a notice saying that the app has finished downloading. Click on **Open** to launch the program.



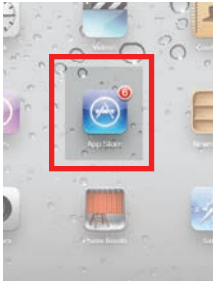
PICTURE 3-2

You may proceed to **Section 3.3** to setup eView to create your user account and have it ready to add your camera.

3.2 INSTALLING EVIEW FOR APPLE

Connect to the App Store on your mobile device by clicking on its icon.

Once it has opened, click **Search**.



PICTURE 3-3

Enter "**Q-See eView**" into the search field.

Begin downloading eView by clicking on the **Free** button.

The button will change to blue and read **Installing**.

When the app has finished downloading, the button will change to **Open**.

PICTURE 3-4

Click it to launch eView.

You may proceed to **Section 3.3** to setup **eView** for use.

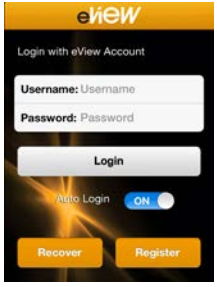
3.3 REGISTERING AND LOGIN

When you launch eView, you will be presented with the **Login Screen**. Since this is your first use of the application, you will need to register with the service. This is free. Even if you do not own an EasyView camera, but are only sharing the video feed from someone else, you will still need to create an account. Your account allows you to manage the cameras you own as well as view the ones that you've been invited to share.

The process is identical whether you're on an Android or Apple phone. It is identical on the tablets, but the location of certain features differs. The phones will be shown first.

CREATING AN EVIEW ACCOUNT ON A PHONE

To create your account, click on the **Register** button located at the bottom right of the **Login Screen**. This will open up the **Registration** window.

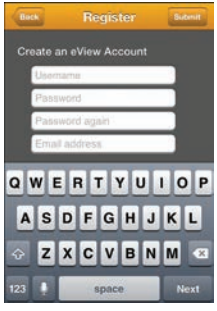


PICTURE 3-5

Enter your **User Name**, your **Password** (twice) and the **Email Address** where you wish to receive event alerts. Your password must be between 3 and 20 characters in length. You may only use letters, numbers and the underscore "_" character. Spaces and special characters will not work.

Please see the section entitled "About Passwords" on the following pages for some important considerations to ensure your account's security.

Once complete, click on **Submit** to return back to the **Login Screen**.



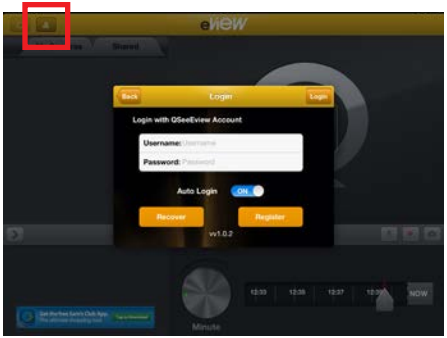
PICTURE 3-6

CREATING AN EVIEW ACCOUNT ON A TABLET

When eView launches on a tablet, you'll see the basic interface shown below. No cameras will appear on-screen as you haven't registered your account or added cameras to it, yet.

PICTURE 3-7

Click on the **User** icon in the upper left corner of the screen (red box) and the **Login Screen** will appear.



PICTURE 3-8

Enter your **User Name**, your **Password** (twice) and the **Email Address** where you wish to receive event alerts. Your password must be between 3 and 20 characters in length. You may only use letters, numbers and the underscore (_) character. Spaces and special characters will not work.

Please see the section entitled "About Passwords" on the next page for some important considerations to ensure your account's security.

Once complete, click on **Submit** to return back to the **Login Screen**.

ABOUT PASSWORDS

The usual warnings and guidance about passwords should be kept in mind when using eView. You should not share passwords with other users. To grant access to your camera to other users, you should use the **Share** feature as this will prevent others from making changes to your camera (such as enabling sound) without your knowledge. This could cause embarrassment (at the very least).

If you forget your password, the only way to recover it is by using the **Recover** button located at the bottom left of the **Login Screen**. This will generate an automated email to the address that you used when registering.

You are responsible for remembering and safekeeping your user name and password. Q-See does not maintain a database of passwords and for security reasons, we cannot reset or reveal your user name, email address or password.

You may change your password by logging into your camera using a web browser or by using the **Account Management** window accessed by clicking on the More icon at the bottom of the **Management** screen once you've logged in.

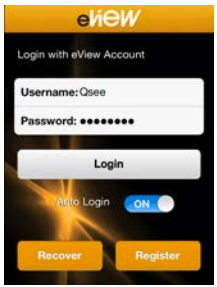
IMPORTANT! Under the Terms of Service for eView (available in the mobile or web app), you are responsible for actions taken by anyone using your account. To ensure your security, you must safeguard your account. Q-See is unable to make any changes to your account including recovering lost passwords.

LOGIN

Once you have returned back to the **Login Screen**, you can enter your new Username and Password into the appropriate fields.

If you select **Auto Login** by either checking the box (Android) or sliding the selector to **On** (Apple), eView will automatically attempt to log into your account every time it is launched.

Press on **Login** to connect to the eView servers.



PICTURE 3-9

4. CAMERA SETUP

Your EasyView camera is designed to be shared over the Internet, allowing you - and those you invite - to watch and share video from anywhere in the world with Internet access. To do this, your camera must be connected to your network router, either using the included Ethernet cable, or wirelessly if your router supports it. There are also two options for configuring your camera - using an Ethernet cable, or wirelessly using your phone. Obviously, if you'll be operating the camera with a hardwire (cable) connection, you'd want to use the cable setup process, but other factors, such as your preferences, where your camera will be located and whether you're using a mobile device with a built-in camera will also affect your decision.

4.1 PLACEMENT

You should first determine whether the location where you want to place your camera is within effective WiFi range of your router, as well as providing a proper field of view (FOV). If your desired location does not have a strong enough WiFi signal, you'll either need to find a more suitable location, use a WiFi repeater (available online or in electronics stores), or use the Ethernet cable to connect to your network. Regardless of which method you use, making sure that your camera can see the area you want to capture is important. Fortunately, if you have an Android or Apple smartphone, you can use that device to gauge the strength of the signal from your router. And, you can use the camera in your phone or tablet to get an idea of what your EasyView camera will see.

Your camera will need to be plugged into a power source at all times to operate so be certain that there is a power outlet near enough to the camera's location. Use only the included power cable with its adapter. The camera may not be powered by a USB port. If you use another power supply and/or cable, you may damage the camera. In addition, we recommend using a surge protector to protect the camera from damage caused by power spikes and etc. It is STRONGLY recommended to use one that is UL-1449 rated, for a clamping voltage of 330 or lower, a Joule rating of at least 400 and a response time of 10 nanoseconds or less.

WIFI

Your EasyView camera can communicate with your router from up to 25 feet away. However, as you have probably noticed when using a wireless device, walls, floors and other obstacles can reduce the strength of the signal. Buildings with metal frames or mesh in the walls will have greatly reduced wireless ranges as you've probably already noticed when operating other WiFi devices. Interference from microwave ovens and other electronics can also cause connection issues. Lastly, the broadcasting strength of the router itself can also vary by model. Use your mobile device's connection indicator (**Picture 4-1**) to determine the strength of the signal in the area you want to place the camera. It is not recommended that you place the camera in an area where signal strength is low.

PICTURE 4-1

You will also need to be certain that the WiFi signal that you are picking up is, in fact, one you have access too. A signal from someone else's nearby password-protected WiFi router can be stronger than the signal from your own router on the other side of the building, but it won't do you a lot of good. Use your mobile device's Settings function to make sure you know which network it's picking up. (**Picture 4-2**).

PICTURE 4-2

If a WiFi connection is impossible or impractical, you can connect your camera to your local network using the Ethernet cable and a network port.

FIELD OF VIEW

Now that you've determined that the location for your camera will be able to communicate with your router, you will want to make sure that you can view the desired area. Use the camera in your mobile device to find the best position, keeping in mind that the camera can be mounted on the wall as well as on a surface and that your EasyView camera will likely have a larger field of view of 65° than your mobile device (typically 40-60°) so it will see a wider area.

MICRO SD MEMORY CARD

If you plan on using a Micro SD memory card to record video from your camera, you will need to install it before connecting the camera to power to avoid damaging the card. Your EasyView camera can use cards up to 32GB in size. Some SD cards are classified by speed with a higher number indicating a the ability to record data more quickly. Your camera will work with most Micro SD cards regardless of their speed classification.

PICTURE 4-3

The slot for the card is located on the bottom of the camera. For more information on using the card to record video, please see **Section 5.1.**

4.2 CONNECTING THE CAMERA

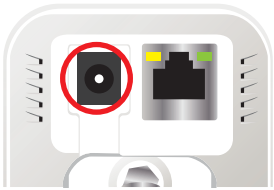
You will have a choice about how you wish to configure your camera to connect with your network. If you are using a mobile device with a built-in camera, this setup process can done wirelessly using only the mobile device and the camera. If you will be operating the camera using the network cable, or if you will be setting up the camera using a computer or a mobile device - such as as tablet - without a camera, then you should use an Ethernet cable. Keep in mind, that the camera will still require a power connection regardless of which method you use.

WIRELESS CONNECTION METHOD

This is the simplest and quickest method to get your camera up and running. It requires using a mobile device - one preferably with a built-in camera.

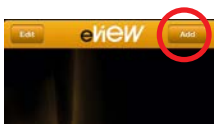
STEP 1. Place the camera where you plan to use it. You will need to keep the camera easily accessible during the setup process, so you should not mount it to a wall or other surface at this time.

STEP 2. Plug the camera into a power outlet. Only use the included power adapter and cable. The camera's power port is on the upper left rear of the camera. You cannot power your camera from a USB port.



PICTURE 4-4

STEP 3. Launch the eView app on your mobile device. Log into the app. This will take you to the **Management Window**.



PICTURE 4-5

STEP 4. Tap the Add button. This is located in the upper right corner of the phone app. (**Picture 4-5**)

On tablets, this is the Plus ("+") button located in the bar under the **My Cameras** tab. This is normally hidden. To reveal, tap the arrow (">") in the bar. (**Picture 4-6**)

PICTURE 4-6

Step 5. Enter the camera's ID number. You can either use the keypad or click on the **Scan QR Code** button to use your device's camera to enter the number automatically.

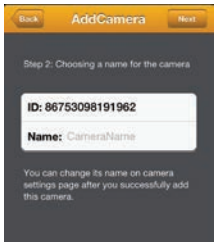
PICTURE 4-7

If your device doesn't have a camera, the app will display an error message if you attempt to use the QR scanning function.

When scanning the QR code, both the camera and your mobile device will need to be relatively steady. Laying the camera face down on a surface can help. The QR code does not need to fill the white box on the screen. Your device's camera will automatically adjust focus and the ideal distance between your EasyView and your mobile device is between 3 to 6 inches (7.5 to 15.5cm).

PICTURE 4-8

STEP 6. Name your Camera. Once your mobile device reads the QR Code, it will show the ID number below the **Scan QR Code** button. Tap next to proceed.


Back
AddCamera
Next
Step 2: Choosing a name for the camera
ID: 86753098191962
Name: CameraName
You can change its name on camera settings page after you successfully add this camera.

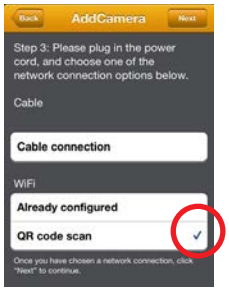
PICTURE 4-9

The next screen will display the camera's ID number and allow you to name it. While you can pick a generic name, if you plan on adding more cameras or sharing this one, a unique name will help you - or those you're sharing with - easily select the right camera. You can only use letters, numbers or the underscore "_".

You can change the name later on the camera settings page.

STEP 7. Select your connection option. Choose the third option, **QR code scan** to proceed with wireless setup.

In the future, if you are reconnecting the camera to your network after removing it from your account, you may use the **Already Configured** option to complete the process.


Back
AddCamera
Next
Step 3: Please plug in the power cord, and choose one of the network connection options below.
Cable
Cable connection
WiFi
Already configured
QR code scan
Once you have chosen a network connection, click "Next" to continue.

PICTURE 4-10

STEP 8. Select your wireless network and enter its password. The **Network Status** section will show the wireless network your mobile device is currently using. By default, eView will use this network for the camera. If you wish to use a different network, you should use your device's **Settings** menu to switch networks. Enter the network password and tap on **Next**.

PICTURE 4-11

IMPORTANT! Both your mobile device and your EasyView camera must be on the same network during setup, otherwise the camera status will show "Unknown" or "Offline."

STEP 9. Follow the on-screen instructions. The next two screens will provide instructions on making sure that the camera is ready to be connected. Click **Next** to proceed.

You must make sure that there are no cables connected to the EasyView other than the power cable and that the green **Status** light below the red **Power** light is flashing rapidly (about 5 times a second).

PICTURE 4-12

If the green LED is flashing slowly or is glowing steadily, you will need to use the included reset tool (or the end of a paperclip) to CAREFULLY push the Reset button. Push the button until you hear a click. Hold it down for a second and then release. The **Status** LED and the blue internal LED will turn off and then re-light after up to 30 seconds. The green **Status** LED should come on last and should be flashing quickly. You can then proceed with the next step.

PICTURE 4-13

STEP 9. Use the on-screen QR code. Your device's screen will display a QR code that your camera will use to connect to your router. Hold your mobile device 6 to 12 inches (15 to 30cm) away from the camera so that your Easy View can see the entire image. Again, the process will be faster if both devices are steady.

PICTURE 4-14

You will hear a six-note chime and the internal blue LED and green **Status** LED will both turn off momentarily. The blue LED will come back on first followed by the green LED which will begin flashing slowly (about once a second). This may take up to a minute. If the green LED stays off for longer than a minute, you can take the following actions:

- Go back to **Step 8** and re-enter the WiFi network password.
- Reset the camera using the tool and show the camera the QR code again.
- You may also wish to recheck the signal strength from your router at this location to ensure that the camera is using the correct network with a strong enough connection.

When your camera has been added, you will be returned to the **Connection Option** screen seen in **Step 7**. Tap **Next** to continue to the **Camera Status** window.

This window will show the status of your camera along with its name, ID number and information about its firmware (the internal software it uses to operate). Right after connecting to your network, the **Status** section may show as "Offline" or "Unknown" as your app communicates through your network with the camera. The app will check to update the status every five seconds. The status should change to "Online" within 10 seconds.

PICTURE 4-15

Tap Submit in the upper right corner and you will return to the **Management Window**. You will also receive a message indicating that your camera has been successfully added.

Please see the next chapter for how to get the most out of eView.

PICTURE 4-16

CONNECTING USING THE NETWORK CABLE

If you plan on using your camera in a wired mode, if your mobile device does not include a built-in camera, or if you plan on adding your camera to your eView account using a computer, you will need to first connect your camera to your router using a network cable - also called an Ethernet cable. You can make this connection directly to the router, or to the router through a network port which looks like a phone jack and is usually mounted on a wall. You will also need your mobile device or a computer with Internet access to complete the registration and setup process.

Instructions on adding a camera to your account using only a computer will be covered in **Chapter 6**.

PICTURE 4-17

Lastly, if you will be operating the camera wirelessly, you will also need to have the password (also referred to as the network key by some brands) available when making the wireless connection later. Therefore, if you will be making this first connection in another room away from the router, you should have that password handy before you begin.

STEP 1. Connect the power. Use only the included power adapter and cord. Plug the power adapter cord into the socket on the back of the camera leaving the network cable connected. Plug the other end into a power outlet. You cannot power your camera using a USB port on a computer

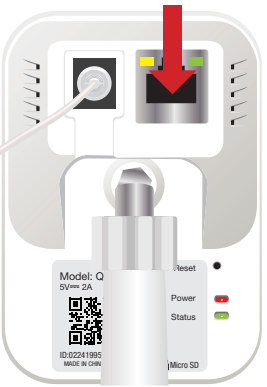
STEP 2. Connect the camera to your router with the included network cable. If you will be operating your camera in the wireless mode, this connection will only be temporary.

PICTURE 4-18

If there are no available ports on the back of your router, you will need to unplug one of the cables currently connected to the router. Use only the LAN ports, which are generally grouped together. These ports are marked in green in **Picture 4-18**. The actual position and configuration will vary by router model. Do not disconnect the cable from the port marked "Internet", "WAN" or "Network" (shown in red) as this will disconnect the router - and all attached devices - from the Internet. This is an especially bad idea if one of those devices is currently being used in an intense online gaming session or downloading critically important files, so choose your port wisely.

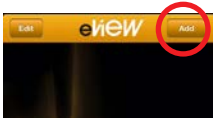
Plug the other end of the cable to the network port on the back of the camera (red arrow in **Picture 4-19**).

When the camera is first powered up, the red **Power** LED on the lower part of the camera will illuminate. After you connect the Network cable, the LEDs above the network port will light up. The yellow light will glow steadily if you have a good connection while the green light will flash to show that the router and camera are communicating. The green **Status** LED, below the **Power** light, will also come on. It may flash slowly for a brief period, but it will glow steadily once a connection has been established.



PICTURE 4-19

STEP 3. Launch the eView app on your mobile device. Log into the app. This will take you to the **Management Window**.



PICTURE 4-20

STEP 4. Tap the Add button. This is located in the upper right corner of the phone app. (**Picture 4-20**)

On tablets, this is the Plus ("+") button located in the bar under the **My Cameras** tab. This is normally hidden. To reveal, tap the arrow (">") in the bar. (**Picture 4-21**)

PICTURE 4-21

Step 5. Enter the camera's ID number. You can either use the keypad or click on the **Scan QR Code** button to use your device's camera to enter the number automatically.

If your device doesn't have a camera, the app will display an error message if you attempt to use the QR scanning function.

When scanning the QR code, both the camera and your mobile device will need to be relatively steady. Laying the camera face down on a surface can help. The QR code does not need to fill the white box on the screen. Your device's camera will automatically adjust focus and the ideal distance between your EasyView and your mobile device is between 3 to 6 inches (7.5 to 15.5cm).

Back
AddCamera
Next
Step 1: Get camera ID
ID: ******
Reset
Power
Status
Please find the info as above on the camera's back panel. Then, please select to get camera ID by typewriting its serial number, or scanning its QRCode
Scan QR Code
ID: CameraID

PICTURE 4-22

PICTURE 4-23

Once the camera's ID is captured, click on **Next** in the upper right. If the camera is unable to capture the camera ID, enter it manually into the **ID** area at the bottom of the screen. Then tap on **Next** in the upper right of the screen to continue.

STEP 6. Name your Camera. Once your mobile device reads the QR Code, it will show the ID number below the **Scan QR Code** button. Tap **Next** to proceed.

Back
AddCamera
Next
Step 2: Choosing a name for the camera
ID: 86753098191962
Name: CameraName
You can change its name on camera settings page after you successfully add this camera.

PICTURE 4-24

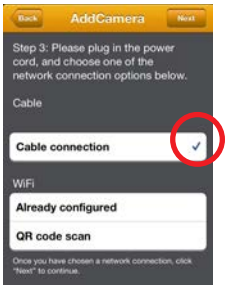
The next screen will display the camera's ID number and allow you to name it. While you can pick a generic name, if you plan on adding more cameras or sharing this one, a unique name will help you - or those you're sharing with - easily select the right camera. You can only use letters, numbers or the underscore "_".

You can change the name later on the camera settings page.

STEP 7. Select your connection option. Choose the first option, **Cable Connection** to proceed with wireless setup.

In the future, if you are reconnecting the camera to your network after removing it from your account, you may use the **Already Configured** option to complete the process.

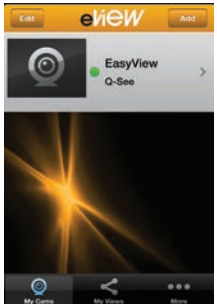
Tap **Next** to proceed to the **Camera Status** window. This window will show the status of your camera along with its name, ID number and information about its firmware (the internal software it uses to operate). Right after connecting to your network, the **Status** section may show as "Offline" or "Unknown" as your app communicates through your network with the camera. The app will check to update the status every five seconds. The status should change to "Online" and have green icon within 10 seconds.


Back
AddCamera
Next
Step 3: Please plug in the power cord, and choose one of the network connection options below.
Cable
Cable connection
WiFi
Already configured
QR code scan
Once you have chosen a network connection, click "Next" to continue.

PICTURE 4-25

PICTURE 4-26

STEP 8. Click Submit when the Status icon turns green. Once the camera has connected successfully, you will get a pop-up Success message and then return to the **Management** screen where you will see your camera ready for viewing. Later, after you've logged into your camera, the generic icon will be replaced by a thumbnail screenshot from the last video streamed.



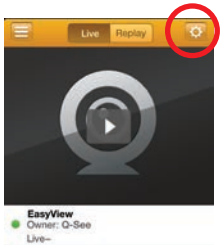
PICTURE 4-27

If you want to operate this camera wirelessly, then proceed with the steps below. Otherwise, camera operation is covered in **Chapter 5**.

Setting WiFi Connection

Now that you've added your camera to your eView account, you'll need to make the settings needed for it to work without the need for a network cable.

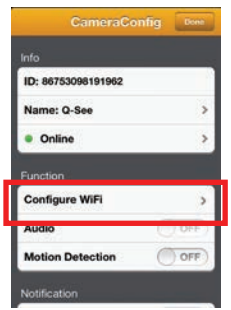
STEP 9. Configure settings. Tap on your camera's name to open it. Tap on the gear icon in the upper right corner of the screen to enter into the **Camera Configuration** window.



PICTURE 4-28

This window will allow you to control how your camera performs. The settings and features will be covered in greater detail in **Chapter 5** For the moment, however, we will concentrate on the WiFi connection.

Click on the **Configure WiFi** button to begin setting up the camera to wirelessly connect to your network.



PICTURE 4-29

STEP 10. Choose your WiFi network. Select your preferred network from the **WiFi** List. If you own more than one network, be sure to use the connection that is stronger in the area where the camera will be placed.

PICTURE 4-30

Secured networks (those with a padlock icon next to them) will require you to enter the password. If needed, you can have the input window show you the password as you enter it so you can make sure that you've entered all the characters.

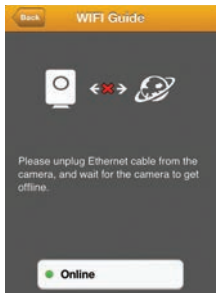
PICTURE 4-31

IMPORTANT! Both your mobile device and your EasyView camera must be on the same network during setup, otherwise the camera status will show "Unknown" or "Offline."

The camera will now attempt to find the network's wireless signal. When it has done so, it will instruct you to unplug the Ethernet cable that connects it to the router.

After the cable is disconnected, the camera may take several minutes to reconnect to the router using the WiFi. It will show an estimated countdown (in seconds). During this process, the camera will be offline.

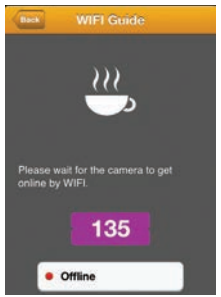
The green network light on the back will also flash as this takes place.



PICTURE 4-32

Once the camera has connected to the router using WiFi, the app will return to the **Camera Config** window. You may move the camera to its new location at this time. The camera will again attempt to reconnect wirelessly once you've plugged its power cord back in.

Operating instructions are in **Chapter 5**.

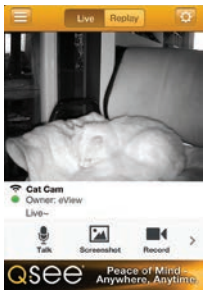


PICTURE 4-33

5. EVIEW MOBILE

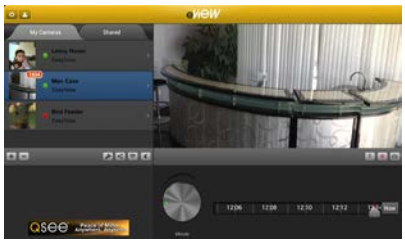
The mobile apps for Android and Apple operate in the same manner, with only minor, cosmetic differences due to the requirements of the devices' operating systems. However, the tablet versions of the apps operate using a different interface from that used on phones. These apps take advantage of the larger screens of the tablets to put all of the functions onto a single screen. The operation of eView on a tablet will be handled in a separate section from the smartphone version.

Regardless of which type of mobile application you are using, bandwidth is always a consideration. This not only includes the amount of video streaming to your device, but the number of other devices competing for your network's attention. Other wireless devices are attempting to access your router at the same time as your camera. They will not interfere with the signal to or from your camera, but too many wireless devices on the same network can create an "electronic traffic jam" slowing communication speed. Multiple users accessing the camera at the same time can also cause delays or problems connecting.



iPhone Screen

iPad Screen



Android Tablet Screen

Android Phone Screen

PICTURE 5-1

On mobile devices connecting via 3G or 4G, please keep in mind that streaming video from live cameras will count against your data plan. You can gauge this data usage by checking your current usage, then connecting to a camera for five minutes and then checking your data usage again.

5.1 BASIC FEATURES AND FUNCTIONS

THE BASICS

The basic operation of eView is the same regardless of the device you're using:

- You can add any number of cameras to your personal account and view them individually on your mobile device.
- You can grant access (but not control) of any of your cameras to as many people as you like, using the share (<) button.
- If your mobile device has a microphone, you can use it to talk through the camera's speaker. You can also set the camera to alert you when it detects movement.
- These notifications will happen as long as the app is running on your device and a still image of the event will be stored on a remote server for 30 days. You can access, view, share, and delete these images through the app.
- If you insert a micro SD card into the camera (See **Section 4.1**), the camera will record 24/7. WIthout an SD card, only the still images will be saved for review.
- You can record video or capture still images from both the live feed from the camera as well as any recordings saved on the SD card.
- Images and video can be saved onto your mobile device and shared through Facebook, Twitter, Instagram and Sina Weibo directly from the app. You can also use your phone's built-in e-mail and messaging apps to send the recorded file. Most other social media apps installed on your device can also be used to share your videos and images.
- eView is advertising supported to keep it free. Ads will appear at the bottom of the screen. Products and services are not endorsed by Q-See.

RECORDING VIDEO AND IMAGES

If a micro SD card (shown life-sized in **Picture 5-2**) is inserted into the bottom of the camera (**Picture 5-3**), your camera will record video. This recording is constant and a 32GB card (the largest supported) will hold approximately a week's worth of video. When the card is full, the camera will simply overwrite the oldest video first and continue to record without pause. The video files can be searched and individual segments can be saved to the mobile device. The files are recorded as NVT files on the card but are converted to a MP4 video format when they are saved onto the mobile device. Videos stored on the card can be searched and played back using eView's **Replay** function. While playing back the video, you can record sections of it to your mobile device, just as with live video.

PICTURE 5-2

PICTURE 5-3

Unlike video, the camera does not need to have a micro SD card in order to capture still images. If you have turned on the **Motion Detection** feature, the camera will send a still image of the event to eView's Cloud Servers where they are saved for 30 days. Links to these images can be accessed through the app where they can be viewed, deleted, saved or shared.

Full instructions on using video and images is presented in the section relating to your mobile device, below.

5.2 EVIEW ON A SMARTPHONE

This set of instructions will cover how to use eView on a mobile phone such as an iPhone, Android Nexus, etc. An iPod Touch, or similar WiFi-enabled device can also use the appropriate version of the eView App.

Creating an account and logging into it were covered in **Chapter 3**, while the process of adding a camera to your account was covered in **Chapter 4**. Therefore, we will start at the **Main Menu**.

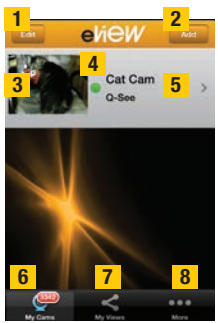
MAIN MENU

This is the screen that eView will open up to whenever you log in. From here, you can check on your cameras - adding, deleting them as needed. You can also switch to viewing cameras that have been shared with you. Lastly, you can also manage your account. By default, this menu will open with the list of cameras you own, the "My Cams" view. You can switch to the other views by tapping the icon at the bottom of your screen.

My Cams

Select which camera you want to view by tapping its name. Tapping on photo will take you to the list of Motion events.

#	Name	Function
1	Edit	Delete camera
2	Add	Add camera
3	Event	Tap picture to view motion events
4	Status	Green = Online Red = Offline
5	Live	View live video
6	My Cams	List of your cameras. Number shows motion event alerts.
7	My Views	List of others' cameras that they've shared
8	More	Open account management window



PICTURE 5-4

IMPORTANT! A camera can only be registered to one owner at a time. If you plan on giving your camera to someone else, you **MUST** remove it from your account or it cannot be re-registered to a new account.

Shared Cameras - My Views

This list shows cameras belonging to others who have given you access. This window operates just like the **Main Menu** except that you are only able to see the live video. Your other options are to stop sharing another's camera. Only the camera's owner can alter the settings, such as audio, and etc.

#	Name	Function
1	Edit	Stop sharing a camera
2	Camera	Tap a camera to start viewing

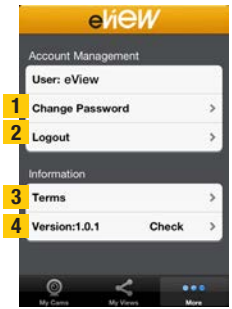
PICTURE 5-5

When you're watching the video feed from a shared camera, you will be able to hear audio if the owner has enabled it. You can capture still images or record video from the live feed, but you will not be able to review video recorded on the camera.

More

This window is used to log out of eView, change your account password and check to see if you have the latest version of the app. For the most part, you will receive notifications through the AppStore/Google Play regarding software updates. Your camera's firmware (the software it uses to operate) will automatically update as long as it is connected to the Internet.

#	Name	Function
1		Change Password
2	Logout	Logout user account
3	Terms	Terms of service agreement
4	About	App information (Version number below)

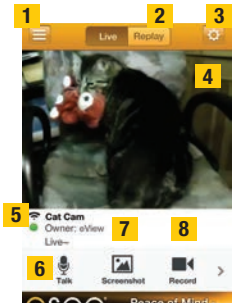


PICTURE 5-6

LIVE VIEW

This is the window you will use the most. You can watch, record and communicate through this window. There will be a time lag as video and audio travel through the network. Additionally, in order to avoid feedback (that loud screeching that comes from speakers), the camera will stop recording using its microphone while you are using its speaker. Remember to deselect **Talk** in order to hear any response.

#	Name	Function
1	Back	Return to camera list
2	Replay	Switch to playback mode
3	Settings	Camera configuration
4	Video	Camera video
5	Status/ Owner/ Title	Shows camera connection status, connection strength, camera name and camera owner
6	Talk	Tap to speak through the camera. The icon will turn red. Deselect to hear audio from camera.
7	Screen Shot	Capture still image from video
8	Record	Tap to record video. The icon will turn red while recording to your device. Tap again to stop.

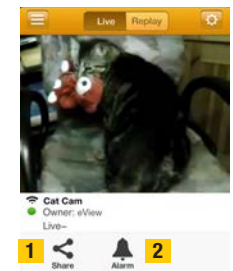


PICTURE 5-7

Once you have taken a snapshot, eView will open a window to allow you to save the file, share it, or send it in a message. This will covered in depth at the end of this section.

Two additional functions are available by tapping on the arrow to the right of the icons on the bottom of the screen. **Share** will allow you to share your camera with others so they can log in and view the live video (and audio, if enabled). **Alarm** will take you to the same list of recorded motion events accessed by tapping on the image by the camera's name in the **Main Menu**. If you have not turned on Motion Detection, this list will be blank.

#	Name	Function
1	Share	Opens the Share dialog to allow you to share this camera with others
2	Alarm	View the push notice and screenshots triggered by motion detection.



PICTURE 5-8

Sharing

Sharing your camera with others is the heart of the EasyView. Click on the **Share** icon to open the **Share Camera** window. Enter the eView account user name that you want to share with in the box and then click **Add**.

When you get a **Success** message, the shared camera will appear showing the camera name and who it's shared with along with its connection status.

PICTURE 5-9

When you want to stop sharing simply click on the **Edit** button and then select which camera you want to remove from your share list by clicking on the **Delete** button.

Click on **Done** in either window to return to the camera's live view.

PICTURE 5-10

IMPORTANT! When you share a camera, you are letting someone else see video from it. If you have turned on audio, they can hear what's going on as well. While they cannot use the microphone function, or share access with other accounts, they can take screen shots and record video, so discretion is strongly advised when placing and sharing a camera.

Camera Configuration

This window is where you configured your WiFi connection. It is here where you can rename your camera, take your camera offline, switch to another WiFi network, and turn Audio and Motion Detection on or off.

You can also turn on Push Notification so that alerts triggered by motion detection will be sent to your mobile device. Still images will go to the eView cloud servers to make it easier to locate the video if your camera has an SD card inserted.

You can also change the wireless network that the camera will use. Please note that if you change to a network that you cannot access, you will not be able to undo this, but will have to delete the camera from your account and re-add it as in **Chapter 4**.

PICTURE 5-11

REPLAY

This area lets you play back video that is recorded on a Micro SD card inserted into the camera. If you have not put a card into your camera, attempting to use this feature will result in a message stating that an error has occurred. While the message will ask you to try again shortly, if you do not have a memory card in the camera, you will still not be able to access any video records as they don't exist.

While you can use the Motion Alerts to narrow down the time you wish to search, remember that the camera is recording all of the time, so you are not limited to just the times that event notifications occurred.

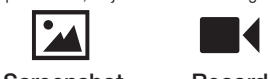
PICTURE 5-12

Use the scroll wheels to locate a date and time. How far back you can search is based on how large your SD card is. A 32GB card is the maximum supported by your camera and it can hold approximately 7 days' worth of video. Dates and times that do not have video are grayed out and not accessbile.

Once you have selected your start time, press **OK** and eView will start accessing and playing back the video. Once the video starts playing, you will be able to record or take snapshots just as with live video. To exit **Replay**, simply tap on **Live** to return to the camera's live view.

SHARING VIDEO AND IMAGES

Some times, you just need to share. Whether you caught baby's first step, captured video of your pet doing something spectacular, or just saw something awesome on the camera, you'll want to share that moment. By clicking on either the **Screenshot** or **Record** button, you can capture the image or video, respectively. After you've tapped **Screenshot**, or after you tap **Record** a second time to end the video clip, the **Share** window will open up. You can choose to send the file directly to Facebook, Twitter, Instagram (image only) or Weibo. Tapping **Share** will allow you to save the file to your phone, or send it in a text or mail message. Once it's been saved, you can use any other social media app on your phone to share it to that service.



PICTURE 5-13

PICTURE 5-14

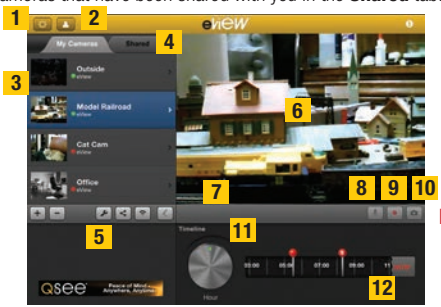
5.3 EVIEW ON A TABLET

This set of instructions will cover how to use eView on a tablet computer. Your tablet does not have to have 3G/4G capability, but it must be able to connect to your network via WiFi.

Creating an account and logging into it were covered in **Chapter 3**, while the process of adding a camera to your account was covered in **Chapter 4**. Therefore, we will start at the **Main Screen**.

MAIN SCREEN

This is the screen that eView will open up to whenever you log in. Unlike the mobile phone version of the app, you'll be able to check on your cameras; add, delete or share cameras; adjust settings and look for recorded video. You can also switch to viewing cameras that have been shared with you in the **Shared** tab.



PICTURE 5-15

#	Name	Function
1	Settings	Change your password, check terms of service and app version.
2	Log In/ Out	Tap here to log in or out of your account.
3	Camera List	This is the list of cameras you own. Select one to view in the viewing window (item 6)
4	Shared Tab	Cameras shared by others are listed here.
5	Tools	Tap the arrow (>) to reveal. Add or delete cameras. Turn motion detection, audio and notifications on or off. Share your camera. Adjust the camera's WiFi settings.

#	Name	Function
6	Viewing Window	Watch your cameras here.
7	Status	Shows camera status
8	Talk	Tap to speak through the camera. The icon will turn red. Deselect to hear audio from camera.
9	Record	Tap to record video. The icon will turn red while recording to your device. Tap again to stop.
10	Screen Shot	Tap to capture still image
11	Scale Knob	Adjusts the Timeline's scale between minutes, hours & days.
12	Timeline	Shows motion events.

LIVE VIEWING

Simply tap on a camera from the list on the left in either the **My Cameras** or **Shared** tab and then tap the **Play** button in the center of the **View** window. Below it, the Status bar will show the strength of the camera's WiFi connection and whether you are viewing live video or a playback. While you are watching the video, you can choose to record a clip, take a screenshot or talk through the camera. For the latter, your tablet must have a microphone. in order to avoid feedback (that loud screeching that comes from speakers), the camera will stop recording using its microphone while you are using its speaker. Remember to deselect **Talk** in order to hear any response.

With shared cameras, you will only be able to record a video clip or take a screenshot. You will not be able to view saved video or motion events. Only the owner can adjust the settings, including audio.

MOTION EVENTS

At the bottom right of the display is the **Timeline** with a **Scale Adjustment Knob**. The Timeline will show any motion events as red balls. Multiple events will result in a number in the ball.

PICTURE 5-16

Tapping on one of the motion event indicators will cause the still images to pop up. Up to three images can be displayed at once, but you can scroll through the images to see all that have been recorded in that space of time. You can tap on one of those images to open the **Share** window which is covered later in this section.

Use the **Scale Adjustment Knob** to search the **Timeline** for events. The eView Cloud Servers will save stil images for 30 days. You can slide the **Timeline** itself forward or backward to see a specific time period.

REPLAY

If you have inserted a Micro SD card inserted into the camera, you will be able to record video for playback. If you have not put a card into your camera, attempting to use this feature will result in a message stating that an error has occurred because the application believes that it simply unable to connect properly to the camera to access it. Use the motion events as a guide to your search, but be aware that while the event images are saved for 30 days, the largest size SD card supported by the camera is 32GB and it can hold approximately 7 days' worth of video. Older video is overwritten as the card is filled so you may see motion events for video that no longer exists.

To start playing back recorded video, move the white playhead to the desired point and then tap the **Play** button in the center of the **View** window. The status bar below the window will display the start time.

To return to live view, simply tap on **Now** at the right of the **Timeline**.

SHARING VIDEO & IMAGES

PICTURE 5-17

The eView app is designed to allow you to share any recorded video or still images from your cameras with friends and family via messaging, mail or through social media. After you use the **Screenshot** or **Record** buttons in either Live or Playback mode, the **Share** window will open. You can choose to send the file directly to Facebook, Twitter, Instagram (image only) or Weibo. Tapping **Other Share** will allow you to save the file to your tablet, or send it in a text or mail message. Once it's been saved, you can use any other social media app on your tablet to share it to that service. Tap **Back** to cancel sharing. The file will not be saved.

TOOL BAR

The **Tool Bar** is located below the list of cameras and is usually hidden. Tap on the **Arrow** (>) to show the tools. You can use these to add, delete or share cameras, along with adjusting the settings and their WiFi connection.

Add/Delete Cameras

Adding cameras was covered in **Chapter 4**. To delete a camera, simply tap on the **Minus** (-) button and select the camera to delete. Tapping the **Minus** button again will close this function.

IMPORTANT! A camera can only be registered to one owner at a time. If you plan on giving your camera to someone else, you **MUST** remove it from your account or it cannot be re-registered to a new account.

Camera Configuration

This window is where you configured your WiFi connection. It is here where you can rename your camera, take your camera offline, switch to another WiFi network, and turn Audio and Motion Detection on or off.

PICTURE 5-18

You can also turn on Push Notification so that alerts triggered by motion detection will be sent to your mobile device. Still images will go to the eView cloud servers to make it easier to locate the video if your camera has an SD card inserted.

You can also change the wireless network that the camera will use. Please note that if you change to a network that you cannot access, you will not be able to undo this, but will have to delete the camera from your account and re-add it as in **Chapter 4**.

Sharing Your Camera

Sharing your camera with others is the heart of the EasyView. Click on the **Share** (<) icon to open the **Share Camera** window. Enter the eView account user name that you want to share with in the box and then click **Add**.

When you get a **Success** message, the shared camera will appear showing the camera name and who it's shared with along with its connection status.

When you want to stop sharing simply click on the **Edit** button and then select which camera you want to remove from your share list by clicking on the **Delete** button.

Click on **Done** in either window to return to the camera's live view.

PICTURE 5-19

IMPORTANT! When you share a camera, you are letting someone else see video from it. If you have turned on audio, they can hear what's going on as well. While they cannot use the microphone function, or share access with other accounts, they can take screen shots and record video, so discretion is strongly advised when placing and sharing a camera.

WiFi

This last button in the Tool Bar is a shortcut to the camera WiFi settings found in the Camera Configuration window.

6. USING A COMPUTER

You may also set up and use your EasyView camera with a computer if needed. This process requires either a Macintosh running OSX 10.6 through 10.8 or A PC running Windows XP, Windows Vista, Windows 7 or 8. You can use the Firefox or Safari browsers on either platform. Windows users can also use Chrome and Internet Explorer.

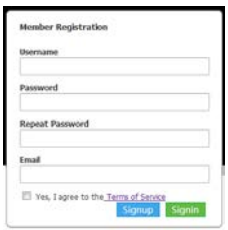
You will still be able to access the camera using a mobile device after setting up the camera once you've downloaded the eView app.

6.1 REGISTRATION AND SOFTWARE

PICTURE 6-1

In a web browser, enter www.Q-SeeEview.com
Click on **Sign Up for Free** to begin your registration.

Enter your **User Name**, your **Password** (twice) and the **Email Address** where you wish to receive event alerts. Your password must be between 3 and 20 characters in length. Use only letters, numbers and the underscore "_". Do note use spaces or special characters.



PICTURE 6-2

Please read the passage entitled "About Passwords" in **Section 3.3** earlier in this manual for important considerations regarding password security, including not sharing your login information to share your camera.

Once complete, click on **Signup** to return back to the **Homepage**.

Click on **Login** to proceed. You may receive pop-up notifications regarding needed software updates.

Please note that eView requires that your browser's version of Adobe Flash Player is up-to-date. For this reason, users of Macintosh computers with operating systems earlier than 10.6 will be unable to access their camera via their browser since Adobe Flash no longer supports that OS.

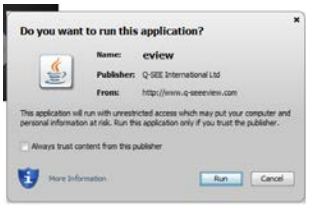
The browser access also requires Oracle's Java Virtual Machine.

The pop-up windows should provide you the option to download one or both pieces of software as needed. Please accept and allow the software to download and install to ensure that you will be able to access your cameras.

PICTURE 6-3

IMPORTANT! Apple and Oracle are constantly updating their respective versions of Java and the two often conflict with each other. Users of Macintosh computers who experience alerts regarding Java and/or who are having difficulties viewing their cameras should try using a different browser (Safari or Firefox). If you continue to experience difficulties solutions are provided in the Troubleshooting section in **Chapter 7**.

Links to the required software can also be found in the lower left of the web page under **Download Software**. When logging into your account for the first time, you will likely also get a security warning - especially on PCs - asking whether you wish to trust the eView program. You will need to check the box where needed and click **Accept**.

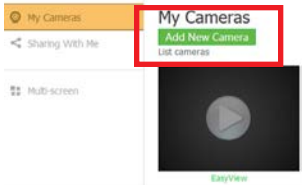

Do you want to run this application?
Name: eview
Publisher: Q-SEE International Ltd
From: http://www.q-seeeview.com
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.
Always trust content from this publisher
More Information
Run
Cancel

PICTURE 6-4

6.2 ADDING CAMERAS

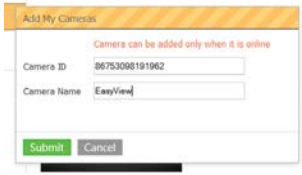
Once you have logged into your account and installed the needed software, you may add cameras for viewing.

Click on the **Add New Cameras** button to begin. Your camera must be connected to your network and online as described in **Chapter 4**.



PICTURE 6-5

Since you cannot scan the QR code on the back of the camera into the web application, you will need to enter the ID number printed below it into the area marked Camera ID. While you can pick a generic name, if you plan on adding more cameras or sharing this one, a unique name will help you - or those you're sharing with - easily select the right camera. Camera names may only consist of letters, numbers and the underscore "_" character.



PICTURE 6-6

Click **Submit** to enter your information and return to the **MyCameras** window.

To begin viewing your camera's video, simply click on it. There will be a brief delay while the computer, network and camera communicate to deliver the video feed to your desktop.

Cameras with names shown in green are online and available for viewing. Those with names in red are offline and cannot be accessed.

If you wish to operate your camera using WiFi, please proceed to the next section. Operating instructions for the camera are in the next chapter.

IMPORTANT! A camera can only be registered to one owner at a time. If you plan on giving your camera to someone else, you **MUST** remove it from your account or it cannot be re-registered to a new account.

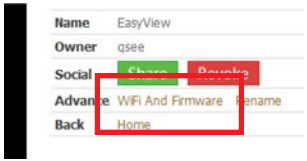
6.3 SETTING UP WIFI

To enable your camera to connect to your network without the use of the Ethernet cable, you will need to give it access to your router's WiFi signal.

Clicking on the camera's icon will take you to that camera's page where you can configure sharing, change the camera's name, and select which WiFi network it connects to.

PICTURE 6-7

Click on **WiFi** and **Firmware** to begin the wireless connection process.



PICTURE 6-8

It may take a few seconds for the WiFi list to populate depending on your connection speeds. Select the desired network, remembering that you will want to use the one with the best signal in the area that your camera will be operating in.

PICTURE 6-9

Enter the password for that network and click **Submit**.

Wait at least half a minute before disconnecting the camera from the Ethernet cable. The camera will then attempt to connect to the network via the WiFi. The green connection LED on the back of the camera will flash until it obtains a connection after which it will shine continuously.

You may now move the camera to its new location at this time. The camera will again attempt to reconnect wirelessly once you've plugged its power cord back in.

6.4 USING YOUR CAMERA

With the exception of the direct links to share with social media (those are on your computer, after all), the functions available on the mobile eView apps are repeated on the web application. The computer-based program also allows you to view up to four cameras at the same time - whether they're yours or shared by someone else.

My Cameras Window

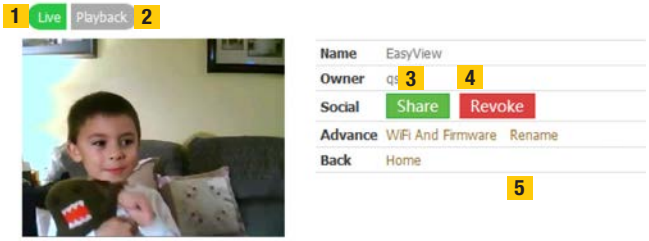
PICTURE 6-11

#	Name	Function
1	My Cameras	The list of your cameras
2	Sharing with me	Cameras shared with you by others
3	Multi-screen	View live streaming from up to 4 cameras
4	User name	This is the account you're signed in as.
5		Change password

#	Name	Function
6	Help	Online help documents
7	Logout	Sign off
8	Add new cameras	Add more cameras that you own
9	Go to video	Go to the named camera
10	Software	Flash and Java
11	TOS	Terms of Service

IMPORTANT! When you share a camera, you are letting someone else see video from it. If you have turned on audio, they can hear what's going on as well. While they cannot use the microphone function, or share access with other accounts, they can take screen shots and record video, so discretion is strongly advised when placing and sharing a camera.

Live View Window



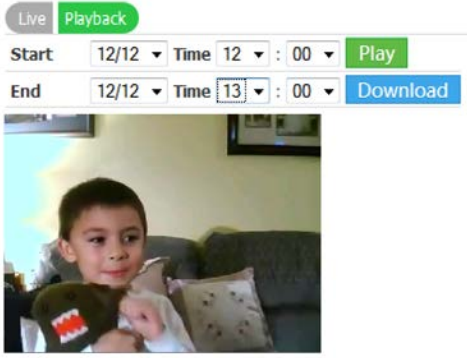
PICTURE 6-12

#	Name	Function
1	Live	Select Live View mode
2	Playback	Switch to Playback mode
3	Share	Share this camera with others
4	Revoke	Stop sharing this camera with others
5	Rename	Rename this camera

Even though you can view someone's shared cameras, you will not be able to see video recorded on the camera or make any changes to its settings.

Playback/File Search

You can access files recorded on the camera's SD card by selecting Playback from above the camera's video stream and then searching for the desired clip by time.



PICTURE 6-13

Please note that downloaded files will be saved as .flv (Flash video format). You may need to download one of the many free Flash video conversion programs available. CNET.com is one location to download highly-rated programs safely.

7. TROUBLESHOOTING & FAQ

Many wireless connection issues are caused by distance. It is impossible to actually see the communication taking place between two wireless devices. Where one can simply check a telephone cord to see if there's a break, with wireless, you have to rely on the devices themselves to tell you how strong their connection is.

With that in mind, we will address the most common WiFi issues that can affect any wireless device as well as answering some Frequently Asked Questions (FAQ).

How far can my EasyView camera be from the router?
Each brand of router differs in the strength - and range - of their signal. A router acts like a two-way radio, sending out and receiving signals. New routers with better technology will generally perform better than older ones. The EasyView, for its part also sends and receives signals. On average, the EasyView can communicate back and forth with a router up to 20 feet away. This distance can be affected by walls between it and the router, along with any interference from other transmitters.

My camera's status shows up as Uknown or Offline, even though it was working earlier.
This gets back to signal strength - and surprisingly, it's quite possibly the connection to your mobile device. Assuming that you haven't moved your camera, and that it has a good WiFi connection, if you're using your mobile device in an area where it doesn't have a good signal, the eView app may not be able to communicate with the camera to confirm that it's online. This often happens in areas where you have *just enough* WiFi signal to keep your device from switching over to using the cellular signal.

This can also happen when there are multiple WiFi networks available. Your mobile device is designed to use the strongest signal it has access to. The EasyView is restricted to using the network you've selected for it. The end result is that the mobile device may "hop" to another network that is closer, but may have a slower connection. This slowdown may also cause your camera to appear offline.

In both cases, check your mobile device's Network settings to make sure that you're using the correct network. You may also want to check the router that the camera is using to make sure that it is operating normally.

I just added a camera to my account successfully, but it doesn't show up in the list.
While this mostly happens when someone uses one device to add a camera and then uses another mobile device to look at the new camera, a new camera can ocassionally fail to appear on the list after the "Success" message. Simply close the app and restart it.

I want to give my camera to someone.
Great! We hope that means that the recipient will enjoy the camera at least as much as you. (Make sure they get this manual too so they can get the most out of it - it's also available online at Q-See.com/support). The most important thing to remember, besides making sure they have all the pieces, is that you must remove the camera from your account. The instructions for this are found in **Chapter 5** for mobile devices and **Chapter 6** for computer users. For security reasons, a camera can only be registered to one account. If you don't remove the camera from your account, the new owner will get a message stating that the camera belongs to another account and can't be added.

My camera doesn't seem to be able to use the wireless setup.
Your camera may have old firmware which doesn't support that feature. Firmware is the programming the camera uses to operate. During the **Add Camera** process, check the camera's status. You can click "**Already Configured**" for a quick look regardless of which method you're actually using. The **Status** area will show the camera's firmware version and will let you know if it is up-to-date. If it isn't the latest version, you can either use the connection method using the network cable, or you can temporarily connect the camera to the router using the network cable and wait for the firmware to update. This normally takes 10-30 minutes depending on the speed of your Internet connection. The camera's status will be gray/Unknown during this update.

I want to copy video from my camera to my computer.
The easiest and fastest way is to use the **Record** feature through your mobile device and then e-mail it to yourself. This method allows you to save only the portion of video that you're actually interested in. And, the video will be saved in MP4 format which is playable on most computers without the need for a special player.

If you download the video through the web application, it will be saved as an .flv (Flash) file and you will need to have a video conversion program on your computer to play it back. Reputable video conversion programs can be found on CNET.com.

The camera records the files in .nvt format on the micro SD card. This isn't an easily convertible format so attempting to play video directly from the card on a computer will not work.

I was adding my camera to my account, and stopped to do something and now the setup process stopped.
The app will time out of the camera addition process after 30 minutes. Simply restart the process.

I just moved my camera to another spot and it's offline.
There are three possible causes:
1. The new location is out of WiFi range of the router it's assigned to.
   Either find a closer spot, or use another network if available.
2. The camera is still getting back online.
   It can take up to a minute for the camera to power back up and reconnect to the router. The green Status LED will blink slowly during this time. Once it's reconnected, it will be a solid green.
3. The camera and eView network are still reconnecting.
   The app sends out a pulse to find the camera every 5 seconds and it may take a couple of pulses for it to find the camera.

What's this about Java on the Mac?
Java is a web browser plug-in. It is currently a product of Oracle Corp, but other companies, including Google and Apple have their own versions. Both Apple and Oracle constantly update their respective versions and they can conflict with each other. This has caused much discussion in online forums.

If you are experiencing problems with seeing your cameras in a web browser on a Macintosh computer, first try using another browser. At present, Apple's Safari and Mozilla's Firefox are supported. Google's Chrome uses a different version of Java that is not supported on the Mac, but works on a Windows PC.

If switching browsers does not resolve the issue, you will need to remove existing versions of Java and install Oracle's version of Java 7 from the address below:

http://www.java.com/en/download/help/mac_install.xml

Instructions for removing older versions of Java are online and depend on which version of the Macintosh operating system you are using plus your individual system specifications.

MOUNTING THE CAMERA

Your camera is capable of being placed on any stable horizontal surface without the need to screw it down. However, if you need to mount it on the wall, ceiling or other surface in order to get the right viewing angle, the base conceals mounting holes for the included screws.

STEP 1 Remove cover plate by twisting counterclockwise (in the direction of the arrows moulded on the plate). You may also need to remove the camera from the base by unscrewing the collar on the mounting arm.

STEP 2 Mark the screw holes using the base as a template.

STEP 3 If mounting into brick or drywall, install wall anchors before inserting screws. Drive screws into surface, leaving just enough space for the base to slip over.

STEP 4 Slip base over screw heads and hand tighten screws securely.

STEP 5 Replace cover plate and reattach camera to mounting arm if necessary.

GLOSSARY

3G/4G - Cellular signal used by your mobile device to make calls, download files, etc. You generally pay a mobile phone company a monthly fee for this.
App - Short for "application." For the purposes of this manual, this refers to the eView program which you download for your phone or tablet.
Camera - This refers to your QN6401X EasyView camera. References to the camera built-into your mobile device will identified.
Cloud Server - This is a remote network of computers which are used to save your event notification photos for a period of 30 days.
Micro SD Card - a memory card. Typically used in cell phones or digital cameras.
Mobile Device - a smartphone, tablet or other portable electronic (such as an iPod with WiFi) item that can connect to the world around it either using a cellular signal or WiFi.
Network - This refers to the system of routers, computers and etc. that are all connected in your home or office. It is also referred to as a Local Network to differentiate it from the Internet
Operating System - This is the software the runs your computer or mobile device. Examples are Android and iOS for phones and tablets, Windows and OSX for computers.
Router - Nowadays, this also includes the modem. This is what your computer(s) plug into to connect to the Internet. Desktop computers are usually directly connected to the router using a network cable, while your cell phone, tablet or laptop usually connect via a wireless signal broadcast from your router.
WiFi - also called wireless. In most cases, a router puts out a WiFi signal to allow mobile devices to connect to a network - and the Internet - without the need for a physical wire.

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www.Q-See.com/Support

Q-SEE PRODUCT WARRANTY

Q-See is proud to back all of our products with a conditional service warranty covering all hardware for 12 months from the date of purchase. Additionally, our products also come with a free exchange policy that covers all manufacturing defects for one month from the date of purchase. Permanent upgrading service is provided for the software.

Liability Exclusions:

Any product malfunction or abnormalities in operation or damage caused by the following reasons are not within the free service scope of our company:

1. Equipment damage caused by improper operation.
2. Improper equipment operation environment and conditions (e.g., improper power, extreme environmental temperatures, humidity, lightning and sudden surges of electricity).
3. Damage caused by acts of nature (e.g., earthquake, fire, etc).
4. Equipment damage caused by the maintenance of personnel not authorized by Q-See.
5. Product sold over 12 months ago.

In order to fulfill the terms of your warranty, you must complete the registration process after purchasing our product. To do this, simply fill out the User's Information Card on our website at www.Q-See.com

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